



1277 Deming Way
Madison, WI 53717
(608) 828-1301 (800) 279-1301
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www.deancare.com

Type of Plan Health Maintenance Organization
 Total Number of Members 201,695
 Years of Operating Experience 19 years
 Total Number of Primary Care Physicians (PCPs)..... 608 (includes some OB/GYN)
 Percentage of PCPs Accepting New Patients..... 97%
 Percentage of Board Certified Specialty Care Physicians Approximately 77%
 Number of Hospitals Affiliated with Plan 26
 Number of Urgent Care Facilities 28
 Number of Dentists No Routine Dental Benefit

ADDITIONAL INFORMATION

Referral/Prior Authorization Requirements	A written referral is required for services performed by a provider who is not the Primary Care Provider or is not located at the primary clinic. Referrals to non-Plan Providers must be prior authorized by the plan before services are received. Services that do not require a referral, if seen by a Plan Provider, include: chiropractic care, routine vision, Magnetic Resonance Imaging (MRI), diagnostic testing, home health care, hospice care, durable medical equipment sale or rental, oral surgery, and OB/GYN.
Medicare Claims Procedure	Most Plan Providers accept Medicare assignment, in which case the process is fully automated. If Medicare is the primary carrier, claims must be submitted to Medicare first. After Medicare processes the claim, your provider will then submit the itemized bill and the Explanation of Medicare Benefits to us for processing as the secondary carrier.
Prescription Drug Policy	Dean Health Plan utilizes a drug formulary which includes over 1,800 drugs. Some drugs do require prior authorization. To obtain a listing of the most common formulary drugs and/or a listing of the drugs which require prior authorization, contact our Customer Service Department at (608)828-1301 or 1-800-279-1301 or visit our website at www.deancare.com. To obtain prior authorization for a drug that is not listed on the formulary, you may also contact our Customer Service Department for assistance.
Dispensing Policy	Prescription drugs will be dispensed in a 30-day supply per prescription or refill. Oral contraceptives may be obtained in a 3 month supply, with one copayment per cycle.
Mail Order	Many of our Plan Pharmacies will mail your prescription drugs to you. You may contact your Plan Pharmacy for more information.
Disposable Diabetic Supplies Procedure	Disposable diabetic supplies should be obtained from a Plan Pharmacy. You will be required to pay the 20% coinsurance at the time of purchase.
Outpatient Mental Health Network/Policy	A referral is required for outpatient mental health care if services are performed by a provider who is not located at the primary clinic chosen by the member. You should contact your Primary Care Provider to initiate a referral. For treatment of alcohol and other drug abuse, you may obtain treatment at a Plan Provider without a referral.

ADDITIONAL INFORMATION

24-Hour Nurse Line	Dean On Call, 1-800-57-NURSE (1-800-576-8773) or locally (608) 250-1393.
PCP Restrictions	Primary Care Providers may be selected from one of the following specialties: Family Practice, General Practice, Pediatrics, Obstetrics/Gynecology, or Internal Medicine. Providers who may be chosen as Primary Care Providers are indicated in our Provider Directory. Each family member may choose their own Primary Care Provider.
Dental Benefits Provided	No routine dental coverage provided.
Quality Improvements Initiative	<ul style="list-style-type: none"> Preventive health efforts to improve childhood immunization rates, improve cervical cancer screening rates and improve mammogram rates. Maintaining high service standards by answering calls in an average of 10 seconds or less, keeping the number of abandoned calls below 3%, and processing claims in an average of 7 days. Added our drug formulary and benefit information to our website at www.deancare.com.

Counties in Service Area	Hospitals in County	Major Providers in County *
Columbia	Columbus Community Hospital	Please refer to our Provider Directory for a complete listing of all available Plan Providers. You may contact our Customer Service Department at (800) 279-1301 to obtain a current Provider Directory.
Dane	Divine Savior Hospital, Portage	
Dodge	St. Mary's Hospital, Madison	
Dubuque, IA	Stoughton Hospital, Stoughton	
Grant	Beaver Dam Community Hospital	
Green Lake	Watertown Memorial Hospital	
Iowa	Waupun Memorial Hospital	
Jefferson	Finley Hospital	
Lafayette	Boscobel Memorial Hospital	
Marquette	Lancaster Memorial Hospital	
Racine	Southwest Health Center, Platteville	
Richland	Memorial Hospital of Iowa County, Dodgeville	
Rock	Fort Atkinson Memorial Hospital	
Sauk	Memorial Hospital of Lafayette County, Darlington	
Walworth	Memorial Hospital of Burlington	
Waukesha	Richland Hospital	
	Beloit Memorial Hospital	
	Memorial Community Hospital, Edgerton	
	Mercy Hospital, Janesville	
	Reedsburg Memorial Hospital	
	Sauk Prairie Memorial, Prairie du Sac	
	St. Clare Hospital, Baraboo	
	Lakeland Medical Center, Elkhorn	
	Oconomowoc Memorial Hospital	

* This column provides only a general summary of major provider groups. For a complete listing, please contact the plan at the phone number listed above.